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| <b>TRANSMITTAL FORM</b><br><br>(to be used for all correspondence after initial filing) | Application Number   | 09/746,508             |                           |
|   | Filing Date          | December 26, 2000      |                           |
|   | First Named Inventor | Willis et al.          |                           |
|   | Art Unit             | 3627                   |                           |
|   | Examiner Name        | JA. Kramer             |                           |
| Total Number of Pages in This Submission  | 6                    | Attorney Docket Number | 20009.0001US01 (BS99-184) |

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| SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT |                     |          |        |
|--|---------------------|----------|--------|
| Firm Name                                  | WITHERS & KEYS, LLC |          |        |
| Signature                                  |                     |          |        |
| Printed name                               | Jeramie J. Keys     |          |        |
| Date                                       | July 12, 2005       | Reg. No. | 42,724 |

| CERTIFICATE OF TRANSMISSION/MAILING   |                 |      |               |
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| Signature   |                 |      |               |
| Typed or printed name   | Jeramie J. Keys | Date | July 12, 2005 |

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N 09/746,508

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

|             |  |                 |                              |
|-------------|--|-----------------|------------------------------|
| Applicant:  | Willis   | Examiner:       | Kramer                       |
| Serial No.: | 09/746,508   | Group Art Unit: | 3627                         |
| Filed:      | December 26, 2000  | Docket No.:     | 20009.0001US01<br>(BS99-184) |
| Title:      | TECHNICIAN COMMUNICATIONS SYSTEM WITH AUTOMATED<br>CLAIMS PROCESSING |                 |                              |

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By: 

Name: Jeramie J. Keys

**AFTER FINAL RESPONSE**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

This communication is responsive to the Final Office Action mailed on May 12, 2005. Remarks begin on page 2.